

**Department of Information Services  
Customer Advisory Board  
November 1, 1999  
Meeting Minutes**

**Members present:**

**Thomas Bynum, Chair, Employment Security Department  
Doug Tanabe, Vice Chair, Department of Personnel  
Brian Backus, Office of the Administrator for the Courts  
Shelagh Taylor, Labor & Industries  
Clark Palmer, Washington State Patrol  
Timothy Bierne, Department of Agriculture  
Craig Wilson, Liquor Control Board  
Cliff Schiller, Department of Retirement Systems  
Bob Monn, Department of Ecology  
Tom Neitzel, Health Care Authority  
Marla Kentfield, Office of State Treasurer  
Al Bloomberg, Department of Natural Resources  
Christy Ridout, Department of Social Health Services  
Mike Seale, Community Trade and Economic Development  
Dan Parsons, Washington State Patrol  
Susie Smith, State Auditor's Office  
Tom Parma, Department of Financial Institutions  
Romeo Solis, Health Care Authority  
Fran Muskopf, Department of Health  
Phil Grigg, Department of General Administration  
Dennis Jones, Office of Financial Management  
Mike Kretzler, Utilities and Transportation Commission  
Mike Seale, Community, Trade, and Economic Development  
Bob Hamilton, Department of Social and Health Services  
Jim Wilcox, ACCIS**

**DIS Staff present:**

<b>Steve Kolodney, Director</b>	<b>Kathleen White, Communications</b>
<b>Paul Taylor, Deputy Director</b>	<b>Laura Parma, IT</b>
<b>John Saunders, E-Commerce</b>	<b>Erika Lim, MOSTD</b>
<b>Lance Calisch, MOSTD</b>	<b>Darrel Riffe, DIS</b>
<b>Dennis Hausman, MOSTD</b>	<b>Mary Lou Griffith, MOSTD</b>
<b>Lourdes Collins, MOSTD</b>	<b>Sheila Ehrig, Communications</b>
<b>Carolyn Barkley, Year 2000 Office</b>	

**Call to Order** - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

**New DIS Director - Steve Kolodney**

Steve stated that he spent four years in state government here in Washington and departed to work at the Center for Digital Government in California. After four months of seeing what other states were doing in technology and government, he saw that here in the state of Washington we were doing it best and decided to return to DIS. As a vision for the future, he stated the following goals: governance procedures, developing a new way for citizens to gain access and, finding ways to represent the business functions of agencies that citizens use. Steve also said that Washington faces the challenge to step up to the new roles, to deliver digital government on behalf of the government and agency heads, and architecture will play an important role in doing so. Steve asked the CAB to think about the role they play, and the trust factor architecture needs to represent -- at stake is whether or not we will control our destiny in doing that. Also mentioned was that several states outsource their Internet use and the question was asked -- should we keep control of our data, should we maintain stewardship? Steve stated that is important that we all work together to share information and with that in mind, DIS has pledged to use its resources to ensure that infrastructure information would be available and supportive.

**Sub-Committee Reports:****Architecture - Phil Grigg**

An update will be provided at the next CAB meeting.

**Human Resources - Doug Tanabe**

Doug stated that as follow up to the information provided at the last CAB meeting on the Western Governor's University, plans have been made for a representative from the University to meet with DOP staff and the HR sub-committee of the CAB.

Doug also said that DOP will be looking at people transitioning from business that come into a project position within the state. Conversations will surround alternatives to those individuals having to go back to their previous positions. Comments should be sent directly to Doug.

**State/local Government - Dan Parsons**

Dan introduced Jim Wilcox from ACCIS that will serve as Mike Almvig's alternate. The committee is currently looking at the Health Access Network Update, the accomplishments and future of the Justice Information Network, and security issues surrounding how counties and cities interact, as well as how information is shared between counties.

**E-Commerce, Network Security/Amdahl - John Saunders, DIS**

John stated that the evaluation team attended six day long presentations. Round two will start in December and a successful vendor should be named by January of 2000. He then stated that Amdahl is two weeks behind schedule and that their principle investigator had left the project. John is working with Amdahl to find a replacement.

Also of note, Inside Washington is on its way to a January 2000 launch and the Executive Steering Committee adopted a statement of direction which John read to the group.

**ESESC Architecture Advisory Group** - Shelagh Taylor, L&I

Shelagh stated that the group is working on electronic commerce guidelines for agencies to deliver their e-commerce and is working with the CAB on technology policy guidelines. Three types are suggested; subscriber registration, access control, and central repository components.

**Energy Usage Recommendation** - Art Arneson, GA

Art explained that in the best interest of conserving energy on the Capitol Campus, it has been proven that turning off the computers at the end of your workday saves energy. With this, he encouraged the CAB to make an endorsement as such. The issue will be taken under consideration and voted on at the next CAB meeting.

**Portfolio Management/Investment Policy** - Paul Taylor, DIS

Paul first talked about the Digital Government Plan which is currently under creation at DIS. He stated the plan allows growth of the portfolio model agency by agency. The plan is being reviewed internally at DIS and he anticipated a release of the document to the CAB before the end of the year.

Paul said that the sub-group of the CAB has been engaged in reviewing the new Investment Policy, which is consistent with the new Portfolio Management approach. He also stated the policy reflects the emerging needs of digital government. A revised policy will be provided to the full CAB soon, with the policy going before the Information Services Board at its December 10<sup>th</sup> meeting.

**Year 2000 Status** - Carolyn Barkley, DIS

Carolyn stated that Cycle 12 had been released and that only one mission critical application remains (at Department of Fish and Wildlife). She mentioned that per Joe Dear's request, Barry Rau of Sterling Associates would be compiling a "lessons learned" document as a result of this process.

**Digital State Survey** - Paul Taylor, DIS

Paul provided a handout on a compilation of the Digital State Survey questions. This was based on the questions that were provided for last year's survey. DIS does not yet know what order they will be sent in, but wanted the CAB to be able to have the remaining questions in preparation for the next quarter submission.

**New Business**

Mary Lou Griffith, DIS, said that the apparently successful vendor for on-line learning, has changed its name to SmartForce (formerly known as CBT Systems USA, Ltd). CAB members may view the course catalog at SmartForce.com. Mary Lou asked each IT manager to provide her with a contact name as soon as possible to help coordinate implementation of the online training at the agencies. The training will be available in December.

Meeting adjourned. Next meeting November 29, 1999. The December meeting is canceled.